

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**ELIGIBILITY CONDITIONS AND REQUIREMENTS**

Process for Investigations of Complaints and Monitoring

The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors onsite on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- (i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
- (ii) the facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
- (iii) the State has reason to question the compliance of the facility with such requirements.

The state monitors onsite, as needed, compliance with the requirements of subsection (v), (c) and (d) as follows:

- (i) A facility not in compliance and in the process of correcting is monitored weekly, or, as needed, through an onsite visit by the Quality Assurance Nurse (QAN) assigned to the facility. The QAN reviews the full health survey which found the facility out of compliance, monitors key areas not in compliance for degree of correction occurring and provides the District Manager with a monitoring report.
- (ii) and (iii) A quality assurance monitoring visit is conducted by the QAN at least quarterly and more frequently for all T. 18/19 facilities. A report is developed at the end of the visit. It is given to the facility and technical assistance provided. If problems are found, an out of sequence survey could result.

The complaint intake and investigation process ensures timely assignment and investigation of allegations of abuse, neglect and misappropriation of resident properties. Complaint investigations may result in sanctions, civil fines or full survey investigations.